

IX. Demonstration

A. General

The demonstration is intended to afford the state the ability to verify that the intended Business Partner can meet the state's requirements for generating bills and producing billing management reports. The state may consider other demonstrations as may be necessary for the evaluation of proposals.

B. Preparation

The Business Partner must provide or make all necessary arrangements for the demonstration facilities at no cost to the state. The location of the demonstration will be determined by the Business Partner, however, demonstration within California is preferred and will be attended at the state's expense.

Demonstrations outside California will be attended only if the Business Partner agrees to reimburse the state for all travel and per diem expenses. (The Business Partner will be billed by the appropriate state accounting office.) Approximately six (6) state personnel will attend the demonstration.

The demonstration must be performed in substantial accordance with the requirements specified below in Section C. Failure of the intended Business Partner to demonstrate that the claims made by the proposal in response to the SCP requirements, are in fact true, may be sufficient to cause the proposal to be deemed nonresponsive. The state reserves the right to determine whether or not the demonstration has been successfully passed.

C. Billing Demonstration Plan

Contractor should submit a plan outlining the activities, processes and data source to be used for demonstration of the billing system's ability to support the SCP's invoicing and fiscal management reporting requirements. Identification of demonstration site and duration should be included. Demonstration of other special or enhanced billing options offered by contractor's solution should also be included in the plan.

D. Requirements

Additional demonstration requirements (if any) will be determined by the intended Business Partner's proposal and will be relative to issues and concerns that arise out of the evaluation of that proposal.

Billing System and Fiscal Management Reporting Demonstration

The demonstration of the billing system and fiscal management reporting capabilities should be performed in such a manner as to allow DGS/TD to validate that the contractor's production environment billing solution can produce client invoices, associated billing detail and the fiscal management reports based on contract specific services, features and packaging and rating options including

application of DGS/TD's administrative fee.

The demonstration should include sufficient calling records, service and feature data and service order activity to demonstrate at a minimum the following capabilities:

Billing System Options

- Flexible billing cycles
- Hierarchy-based invoicing
- Reference on invoice to state's service request (STD.20) number for related order activity
- Usage call detail reporting
- Itemized listing of monthly recurring service charges and non-recurring charges, as applicable.
- Summary reporting
- Magnetic media options for obtaining bill detail
- Software program for billing data analysis and management reporting
- Ability to accommodate new services
- Billing and collection of contract administrative fee
- Ability to accommodate changes in service rates and application of administrative fee

Services and Features to be Reflected in Demonstration

- Local Calling
- Long Distance Calling
 - IntraLATA
 - InterLATA
 - InterState
 - InterNational
- Toll Free Services
- Calling Card
- Teleconferencing, Audio
- Line Side Services
 - Basic (IMB) lines
 - Enhanced Business lines
- Features

ISDN

Voice Mail

Account Code

Authorization Code

- Data Services

Dedicated

Frame Relay

Switched 56

Fiscal Management Reporting

- Summary reports identifying all services implemented under the contract. Reports shall provide, at a minimum, service period, identification of service type, quantity, total recurring revenue, total non-recurring revenue, applicable administrative fee rate and total administrative fee billed.
- Summary reports identifying all services implemented under the contract for an individual agency/customer. Reports should contain the name of the agency/customer, service period, type of service, quantity, total recurring charges, total non-recurring charges (if applicable), applicable administrative fee rate and total administrative fee billed.
- Ability to supply a copy of an agency bill and supporting detail in electronic format.

Other Billing System Options

- The DGS/TD desires to have the contractor demonstrate other special or enhanced billing options offered by contractor's solution.